

ARMY CIVILIAN PERSONNEL PRODUCTIVITY



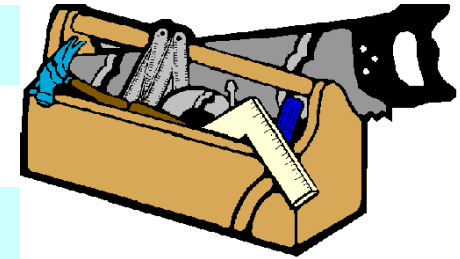
OSD Worldwide



ARMY CIVILIAN PERSONNEL PRODUCTIVITY



- What is Army Civilian Personnel Productivity?
- Data Collection
- Productivity (Closure) Edits
- Identifying Fill Actions
- Productivity Reporting Tools
- Enhancements & Changes
- How to Implement Productivity DoD-wide





ARMY CIVILIAN PERSONNEL PRODUCTIVITY – What is it?

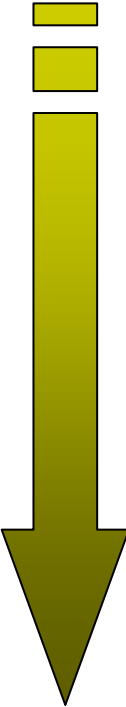


- **A work order status tracker**
- **A production and performance management system**
- **A communication facilitator**
- **Provides statistics that measure the efficiency, performance and workload of each region**
- **Provides the ability to analyze trends, evaluate progress and make projections**
- **Users: Army leadership, HR community and customers**



ARMY PRODUCTIVITY AN EVOLUTIONARY PROCESS



- 
- Army has been in the productivity business for a long time
 - 1993 – Legacy DCPDS DESIREs
 - Jun 1997 – CPOCPROD standalone database established
 - ❖ Raw SF52 data, Routing & Status History data
 - Oct 1997 – FPI - implemented inbox mapping codes (MGR, CPAC, etc)
 - Apr 2000 – Implemented Status (Event) History module in Modern DCPDS
 - Jan 2001 – Tier1 productivity database implemented
 - ❖ “Raw” data, adjusted data, and calculated data
 - ❖ Based on 10 years of experience & analysis





ARMY CIVILIAN PERSONNEL PRODUCTIVITY – How is it used?



→ HQs

- *Quarterly Army Performance review to SecArmy, CSA*
- *Policy impact*
- *Annual evaluation*
- *Workyear Execution*
- *Monthly update*

→ Operations Center Mgmt (CPOCMA)

- *Production goals*
- *Performance ratings*
- *Workload shift across regions*
- *Production workload*
- *Business Processes*
- *Monthly review*

→ Operations Centers

- *Timeliness & volume*
- *Performance ratings*
- *Customer feedback*
- *Workload shift*
- *Daily use*

→ Advisory Centers

- *Timeliness & volume*
- *Workload shifts*

→ CDR/supervisor

- *Status & Prioritization*
- *Planning*

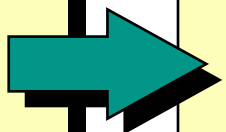


ARMY CIVILIAN PERSONNEL PRODUCTIVITY – What do we measure?



Inputs

- RPAs initiated
- Other actions to process
 - Health benefits,
 - Performance appraisals



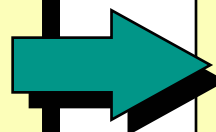
Through-Puts

Staffing

- RPAs pending (on-hand)
- Average days to fill (by fill source)
- Average days in CPOC
- Average days to clear PPP
- OPM/DEU certificates
- Referrals
- Job offers
- Clearances

Classification

- RPAs pending (on-hand)
- Position audits pending
- Cursory reviews pending
- Average days to audit
- Average days to classify



Outputs

RPAs

- Number completed
- Number canceled
- Fill, Non-Fill, by NOA
- U.S., L.N.
- App. Fund, NAF, SES
- Routine, Non-Routine
- CPOC, CPAC, CMD/UIC

Other Actions

- Positions audited
- Positions classified
- Training instances
- Training courses held
- Performance ratings

Other Data

- Serviced population
 - Army
 - Non-Army
- Personnel workforce
- Servicing ratios



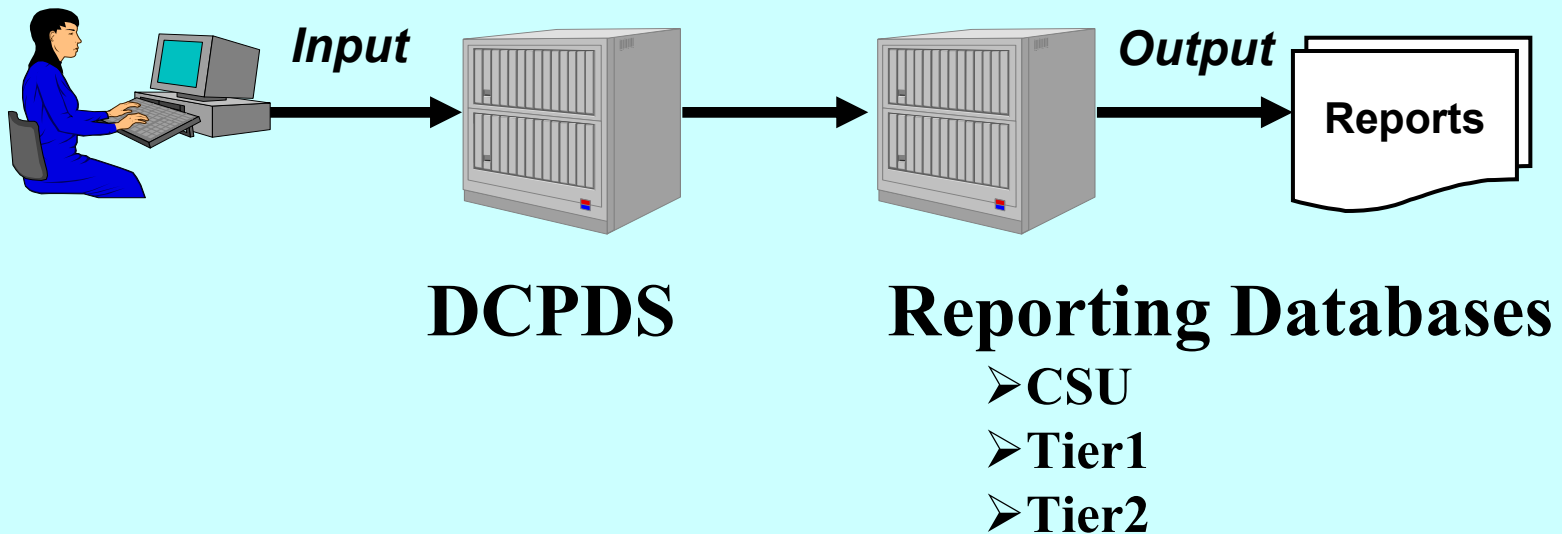
ARMY PRODUCTIVITY



The two facets of the system:

[1] Data Collection

[2] Productivity Measurement

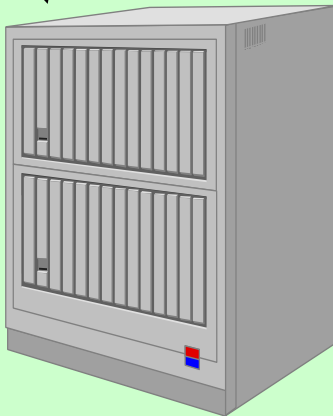




DATA COLLECTION



The personnelist
enters three kinds of data



DCPDS

- **Basic RPA Data**
- **RPA Routing History**
 - “Automatic”, based on inbox mapping codes
- **Event History Codes**
 - Event codes & dates are entered manually



DATA COLLECTION

BASIC RPA DATA



- **NOA Family, NOA Code, Legal Authority Code(s)**
- **RPA Request Number**
- **Effective Date of the Action**
- **SSAN**
- **Approval Date**
- **Position Nationality**
- **CCPO ID (CPAC Code)**
- **UIC**
- **Other RPA Data**



Demo



DATA COLLECTION

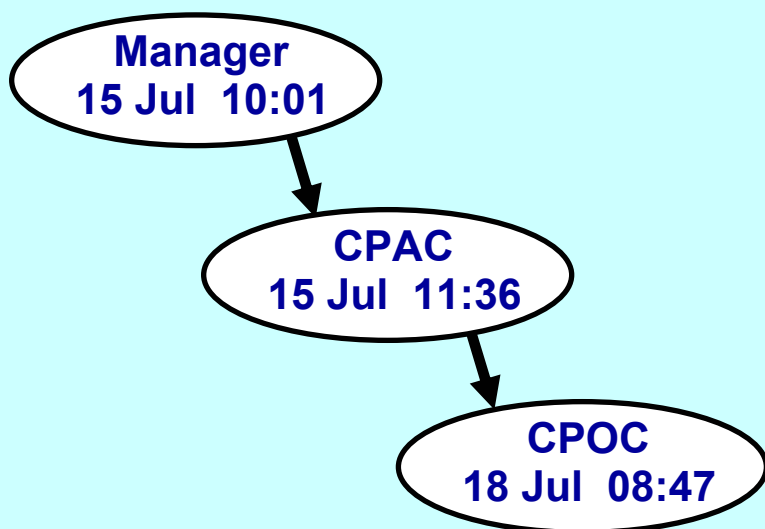
RPA ROUTING



Routing History

RPAs are routed from inbox to inbox. Each inbox is “mapped” to a specific category, using a code. For example:

John.Doe/**MGR** (manager)
Jane.Doe/**COS** (CPOC staffer)



The date and time an RPA is routed is automatically captured.

An RPA can be routed to a personal inbox, or to a groupbox.

Updating HR is also considered a ‘routing’.

INBOX MAPPING CODES are used to categorize each inbox.



DATA COLLECTION

EVENT HISTORY



Event History

Events capture the workload associated with each RPA. Each kind of event has a unique code.

Codes and dates are entered manually by the specialist.

- Classification Reviews
- Position Audits
- Vacancy Announcements
- Referral Lists
- Job Offers
- Many More ...

The personnelist can use event codes or event descriptions, based upon personal preference.



Examples:

S09000	FIRST REFERRAL LIST
S0500010	OPM CERTIFICATE
S1600015	JOB OFFER - PPP
C06000	POSITION AUDIT



PRODUCTIVITY CLOSURE EDITS



- **Quality Control Process** Built into DCPDS
- **Why have them?** Because an RPA cannot be reopened after it is closed
- **Edits are invoked ONLY** when the Update HR function is performed
- **Closure edits can be turned off** by the CPOC
- **Other DCPDS edits still apply, even if Closure Edits are off**
- **Edits for fill actions, and a few for non-fill actions**
- **Two types: MANDATORY & WARNING**
 - ◆ **MANDATORY** - must be corrected  **OK**
 - ◆ **WARNING** - user notification, but action can be processed  **YES NO**
- **There are 12 edits.....9 mandatory, 3 warning**



IDENTIFYING FILL ACTIONS



- Most productivity measurements are made against fill actions
- An RPA is either a **FILL** or a **NON-FILL** action
- An RPA is either **OPEN**, **COMPLETED**, or **WITHDRAWN (CANCELED)**
- Different criteria are used for determining if an action is a fill action, depending upon whether the RPA is **OPEN**, **COMPLETED**, or **CANCELED**



PRODUCTIVITY MEASUREMENT FILL TIME

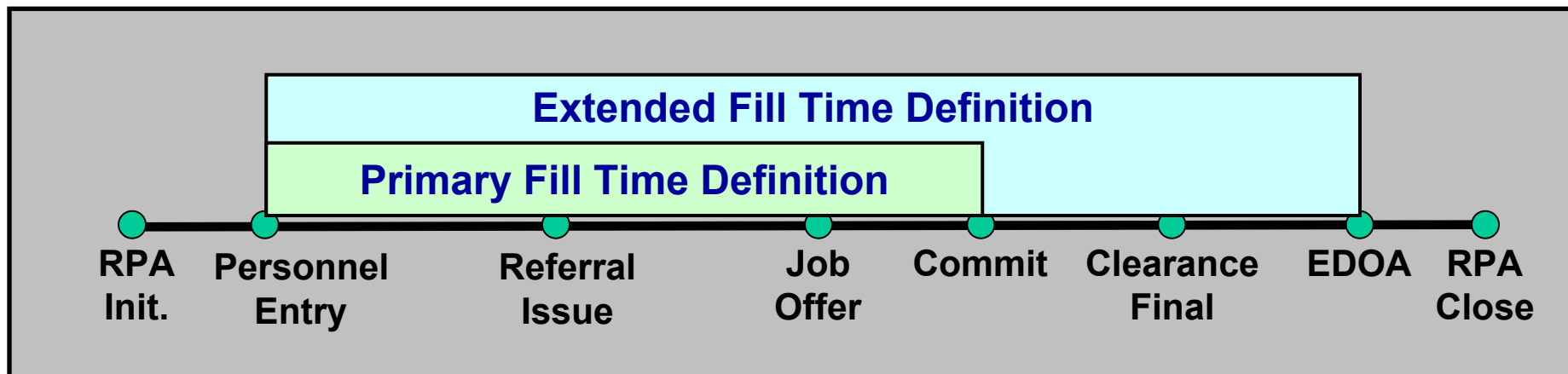


- HQDA computes FILL-TIME using the Productivity database
- Only Closed-Completed Fill Actions are counted

RECRUIT/FILL INDICATOR FLAG = "Y"
RPA STATUS FLAG = "C"

From
Tier1

- Army's Fill-Time Definitions:



- **IMPORTANT:** Time spent On-Hold For RIF is subtracted from fill-time
- **FILL-TIME** is broken out by 5 categories: MGR, CPOC, CPAC, EMPLOYEE, ADMIN



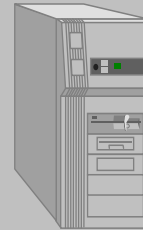
Productivity Measurement

What are the different Reporting Tools?



CSU Database

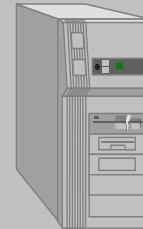
- Employee & Position Data



Nightly Pull

Tier1 Productivity Database

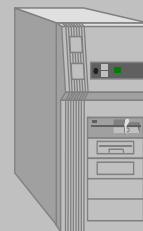
- “Raw” dates
- Adjusted dates
- Calculated days



Nightly Pull

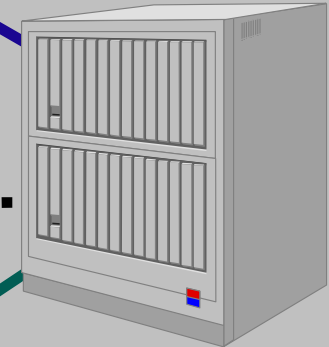
Tier2 Productivity Database

- “Raw” dates
- Adjusted dates
- Calculated days



Monthly Pull

DCPDS

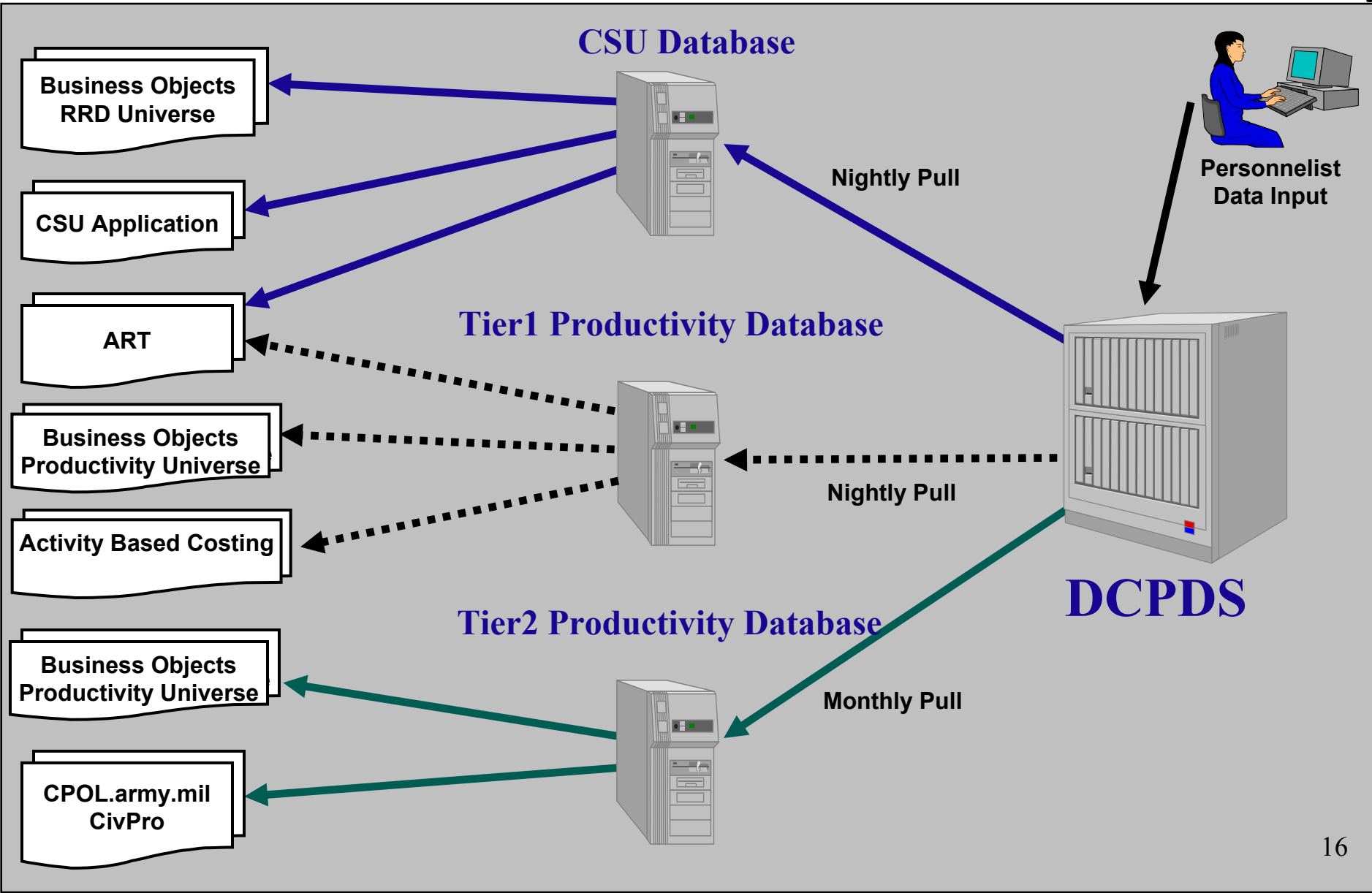


Personnelist
Data Input



Productivity Measurement

What are the different Reporting Tools?





ENHANCEMENTS & CHANGES NEEDED



- Changes to the Productivity Closure Edits
- Create **LOCAL** event category (so events don't have to start with "L").
- Change permissions for modifying event history to "Personnel Office Only". [CPOC and CPAC only].
- Allow duplicate events to be open at the same time.
- Allow users to modify event records for closed RPAs. ★



HOW TO IMPLEMENT PRODUCTIVITY DoD-WIDE



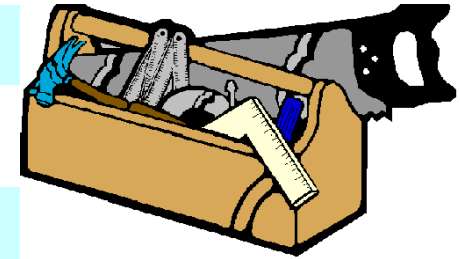
- **Review Army business rules (do they apply to all DoD?)**
 - ▢ **Event Codes**
 - ▢ **NOA / LAC definitions for Fill Actions**
 - ▢ **QC Filters**
 - ▢ **Measurement definitions (fill time, on-hand, etc)**
 - ▢ **Inbox mapping codes**
 - ▢ **Closure edits**
- **Gap Analysis (Army vs DoD)**
 - ▢ **Establish DoD business rules**
 - ▢ **A lot of flexibility is already built in**
- **Implement Inbox Mapping, event codes**
- **Establish a Tier1 database**
 - ▢ **Build Tier1 database**
 - ▢ **Modify Army programs (if needed)**
 - ▢ **Establish nightly extracts**
- **Train Productivity users**



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■ **Questions?**